

Family/SDM responses	2024
Care and Services	
Q2. How often do you visit the home	At least 1-2x/wk 37.5%
Q3. I feel that good personal care is provided to my loved one.	81%
Q4. I am satisfied with the respect and emotional support given to my loved one.	84%
Q5. I am involved as much as I want to be in decisions about care.	81%
Q6. The Home respects my loved one's spiritual and cultural values.	81%
Q7. I am satisfied with the medical attention provided by my loved ones Physician (and/or Nurse Practitioner).	78%
Q8. I feel there is enough recreation programs that meet the individual needs and interests of my loved one.	78%
Q9. I am happy with the overall cleanliness of the home.	83%
Q10. I am satisfied with the laundry services provided over the past year to my loved one (quality, care and delivery services).	81%
Communication	
Q11. Team Members (PSW, RPN, RN) actively listen to me (listen and acknowledge what I am saying).	84%
Q12. The Home responds to my questions and concerns in a timely manner	85%
Q13. I feel informed about policies, routines and services at the Home so that I understand the context of my loved one's care.	84%
Q14. Staff identify themselves when I am speaking with them (either verbally or via the wearing of their name tag)	84%
Q15. I am comfortable approaching a staff member with my concerns.	84%
Q16. The Home resolves my concern(s) to my satisfaction.	78%
Q17. As POA/SDM, I am provided with enough information regarding changes in medication, physical condition and plan of care in order to provide my informed consent.	84%
Q18. During this past year, I am satisfied with how the Home responded to outbreaks occurring in the Home. Ther appropriate precautions were taken to proteect my loved one.	81%
Contract Services	

Q20. I am satisfied with the Hairdressing Services provided to my loved one.	81%
Q21. I am satisfied with the Physiotherapy services provided to my loved one. (heat therapy, range of motion, one to one exercises, walking)	75%
Q22. I am aware of how I can access external healthcare services (ie dental, advanced footcare, vision, hearing services)	78%
Summary	
Q23. I would recommend this Home to others.	81%
Q25. Are you interested in participating in Family Council	Yes-1 No-7 More Info-0
Q26. Are you interested in becoming a volunteer at the Home	Yes=0 No-8

2024 - total number of respondents - 8